Welcome

Thank you for volunteering your time, energy and skills at Llangefni RFC. You are a vital part of creating a positive, safe, inclusive and fun environment for players, supporters and the wider community. By volunteering you commit to upholding our club values and following the standards set out by Llangefni RFC and the WRU.

Our Values

- **Teamwork** – One Club, we support each other and succeed together.
- **Respect** – for every individual, regardless of age, gender, ability, background or role.
- **Enjoyment** – rugby is fun; the experience and development of players must come ahead of results.
- **Discipline** – we commit, improve, and take responsibility.
- **Sportsmanship** – we play fair, congratulate all, and show integrity

Roles & Responsibilities

As a volunteer at Llangefni RFC (coach, team manager, parent helper, referee), you are expected to:

- Support and promote the club's values.
- Create a supportive, respectful and inclusive environment.
- Be familiar with, and adhere to, the WRU Safeguarding Policy and the Club's own safeguarding procedures.
- Register for your role on My WRU and be aware of the WRU Coaches Code of Conduct
- Work collaboratively with the Club Safeguarding Officers (CSO) and other club officials.
- Undertake, where required, appropriate training (coaching, safeguarding, first aid, etc).
- Ensure you have the correct qualifications and vetting for your role.
- Report any concerns you may have regarding welfare, behaviour or safety to the CSO immediately (see section below).
- Be a positive role model at all times (on the field, in training, in changing rooms, on social media, and while travelling for club activities).

Safeguarding – Everyone's Responsibility

Why safeguarding matters

The WRU states that the welfare of children, young people and adults at risk is paramount. It is a collective duty to prevent harm, to create-safe environments and respond appropriately when there are concerns

What you must do

- Stay alert to signs of abuse, neglect, bullying or poor practice (physical, emotional, sexual,
- exploitation).
- Use the "Six R's" when dealing with concerns:
    - Recognise signs or indicators of concern.
    - Reassure the person (child/adult) that they are heard and you will act.
    - Record what has been disclosed or observed (who, what, when, where) – avoid leading questions.
    - Report to the CSO immediately; if immediate risk, contact police/social services and inform the CSO.
    - Respond by cooperating with any investigation, preserving evidence and maintaining confidentiality.
    - Review – reflect afterwards on whether the process was followed and how practice might improve.

Key contacts at Llangefni RFC Club Safeguarding Officers (CSO): Bethan Hughes-Jones – safeguarding@Llangefnirfc.com

Good practice guidelines

- Ensure that at trainings and matches with young players, there are appropriate supervision levels, and clear communication with parents/guardians.
- Avoid being alone with a child behind closed doors or transporting children unaccompanied (unless pre-arranged and agreed).
- Use language and behaviour that is respectful, inclusive and age-appropriate.
- Maintain appropriate boundaries: do not exploit your position of trust.
- If you have concerns about another adult's behaviour, report these to the CSO or WRU – you do not need to decide if it is "definitely abuse".

Coaches' Code of Conduct (All coaches)

If you coach, please also adhere to the following key elements:

As a coach you will:

- Comply with the Laws of the Game, WRU regulations, club rules and competition rules.
- Promote a fair, consistent, and effective disciplinary policy for players and volunteers.
- Ensure that players and volunteers accept and observe the authority of match officials and club officials.
- Conduct yourself at all times ethically and professionally; demonstrate integrity and fair dealing.

- Not publish or cause to be published public criticism of match officials, coaches, club officials, players or employees of any club; instead use the formal complaints procedure if required.
- Not abuse, threaten or intimidate match officials, other coaches, volunteers, players or spectators. This includes crude/abusive language, gestures or discriminatory behaviour.
- Promote the reputation of rugby union and prevent it from being brought into disrepute.

Additional coaching responsibilities

- Plan and deliver safe, age-appropriate sessions which consider the abilities, needs and welfare of players.
- Encourage good sportsmanship, respect, discipline, and fun rather than purely "win at all costs".
- Ensure regular positive feedback, equal opportunities for all players, fair play and inclusion.
- Maintain your qualifications, stay aware of your responsibilities and complete required training and vetting (DBS).
- Work collaboratively with team managers, club officials, parents and volunteers to deliver a positive experience for players.

Volunteer Code of Conduct (All Volunteers)

Regardless of role, all volunteers should observe the following:

- Arrive on time, prepared and actively engaged in the role you volunteer to do.
- Meet the expectations set out by the club and your role description.
- Treat everyone (players, officials, parents, other volunteers, opponents) with respect, courtesy and fairness.
- Act responsibly and set a good example in behaviour, language and appearance.
- Respect privacy and confidentiality: do not share personal information or club-sensitive matters outside authorised channels.
- Commit to the wellbeing of players: place their interests first ahead of your own, encourage their enjoyment and development.
- Cooperate with the club's safeguarding and inclusion policies. If a concern arises, share it promptly with the CSO.
- Be inclusive: avoid discrimination of any kind, champion equality of opportunity and welcome diverse participants.
- Refrain from engaging in conduct that may bring the club or the sport into disrepute (including via social media).
- Engage in training or professional development provided by the club/WRU.
- Health & Safety and Good Practice
- Ensure equipment is in safe condition and report any concerns or damage to the club's Chir of the Rugby Committee.
- Be mindful of environment, weather, pitch conditions and player welfare (hydration, injury, fatigue).
- If you transport participants (e.g., players) ensure you have parental permission and observe safe driving practices.
- On club tours/off-site events: ensure appropriate risk assessments are completed and appropriate supervision ratios in place; parents/guardians are informed.
- Be aware of concussion guidelines and ensure players with suspected head injuries are managed appropriately. If in doubt, sit them out.

- Ensure changing, shower and toilet facilities are appropriate and safe, especially for juniors; adults and minors should ideally change separately.

Inclusion, Diversity and Equality

We are committed to providing a welcoming environment for people of all ages, genders, ethnicities, abilities, sexual orientation, religions and gender identities. The WRU emphasises the importance of safe and inclusive environments.

Volunteers must:

- Treat every person with dignity and respect.
- Create opportunities for everyone to participate, and challenge discrimination, prejudice or abusive behaviour.
- Ensure language, behaviour, environment and practices are inclusive.
- If you witness or become aware of any discriminatory, harassing or exclusionary behaviour, report it to your CSO or club official.
- Communications & Social Media
- Be mindful of your role and the image of the club when posting via social media (personal accounts or club accounts), and adhere to Llangefni RFC Social Media Policy at all times.
- Avoid posting anything that could damage the club's reputation or breach confidentiality.
- Do not publish photographs of players (especially minors) without informed consent from parents/guardians. Llangefni RFC operates an opt-out photography policy.
- If players are under-18, follow the club policy on photography, social media and consent.
- Monitoring, Reflection & Continuous Improvement
- We value feedback from volunteers. If you identify something that could be improved (session
- format, supervision, equipment, welfare, communication) please share it with your team
- manager or club official.
- The club will periodically review volunteer roles, training needs and policies, and we encourage you to engage in this process.
- Our club will hold refresher briefings on safeguarding and first aid, plus other key topics annually (or as required).

Disciplinary & Complaints Procedure

- If a volunteer fails to comply with this Handbook, club policy or WRU standards, a review will be conducted by the club committee in line with the WRU disciplinary policy.
- Serious concerns (e.g., safeguarding breach) may be referred to the WRU Safeguarding Team and/or statutory agencies.
- Volunteers have the right to raise issues, concerns or complaints (including whistle-blowing) without fear of retaliation.

Useful Documents

- WRU Safeguarding Policy (Full & Abbreviated)
- WRU Coaches Code of Conduct.
- WRU Positive Behaviour resources
- Match Day Protocols

Club Secretary contact: Chris Gumn – ysgrifennydd@clwbrygbillangefnirfc.co.uk